

Department of Early Learning

10.6.2

Licensing Critical Incident Reporting Procedure

Initial incident notification and communication

1. Department of Early Learning (DEL) licensing staff who become aware that a serious incident has occurred in a licensed child care facility (refer to incident types attachment) either through reports, observation, or documentation, must immediately begin the process of completing a licensing critical incident report (LCIR).
2. On the same day that the incident becomes known to DEL, the licensor must inform their direct supervisor.
3. The licensing supervisor will ensure that the LCIR is completed correctly within one (1) business day of receiving information about the incident.
4. The supervisor will submit all completed LCIRs to the ASAM for review. The ASAM will then give any LCIRs to the SAM for review.
5. If the incident involves a child fatality, or other incident likely to receive media or legislative attention, the SAM will immediately contact by telephone both the Director or designee and the Communications Manager. Notification must occur within the same day the incident becomes known to the agency. The Director may meet with the Communications Manager and Senior Policy Advisor in order to best communicate the LCIR information out to external entities.
6. The Director or Communications Manager will determine if the LCIR should be reported to:
 - a. Office of Financial Management (OFM)
 - b. The Governor's Office
 - c. Other agencies, as appropriate
7. If the Director, or designee, is not available, the SAM will immediately contact one of the following individuals to ensure that steps in item six (6) above are completed:
 - a. Deputy Director
 - b. Communications Manager

Documentation

8. The LCIR must clearly and accurately document the actual incident, the licensee's complaint history, incident type, the subject of the report, and an indication of potential media coverage.
9. All narrative sections of the LCIR must be written without hearsay (third-party accounts or descriptions of events or comments). LCIR's must contain only known facts of the incident.

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10. Licensing staff must prepare and update documentation within FamLink detailing the events which led to the LCIR.
11. Licensing staff must submit the final version of the LCIR to the supervisor. Once the supervisor approves the LCIR, it will be forwarded to the ASAM for review, who then forwards it to the SAM for review, approval, and distribution.
12. The SAM will send the LCIR to the:
 - a. Deputy Director.
 - b. The applicable supervisor and licensor.
13. The Deputy Director, or designee, will review each LCIR for purposes of data collection and analysis. If any additional information is required, the Deputy Director will contact the ASAM or SAM immediately.
14. The Deputy Director, or designee, will review approved LCIRs and determine if they must be forwarded to the Communications Manager for further reporting to the Governor's Office or OFM.
15. The Communications Manager will determine whether or not the LCIR will be forwarded to the Governor's Office or OFM.
16. The Director, or designee, will approve the letter created by the Communications Manager to the Governor's Office regarding the LCIR.
17. Copies will be sent to the Governor's communications director, policy director, and OFM's Division of Risk Management.

Follow-up reporting

18. If an update is requested by the Governor's Office or OFM, the Communications Manager will request updated information from the SAM or ASAM.

Document Storage and Reports

19. The Licensing Analysts are responsible for saving all LCIRs and Governor's reports.
20. Each month the Licensing Analysts will produce a quarterly report on all LCIRs.